

Cashier III

City of Royal Oak, MI

Salary Range: \$38,442 – 41,443

A **Cashier III**, upon application, shall have the following training and experience:

1. Graduation from a standard high school or business school or equivalent, including course work in bookkeeping and business practices.
2. Two years of experience in account record keeping and office work.
3. Considerable experience researching and reconciling out of balance variances.
4. Cashiers currently in the City's service must have a minimum of 12 months experience as a Cashier II.

GENERAL STATEMENT OF DUTIES: A **Cashier III** collects and receipts monies and performs responsible financial and statistical record keeping and data entry. Duties involve frequent or continuous public contact. Financial transactions may involve large sums of money, requiring a high order of accuracy. Work assignments usually follow prescribed routine and employees carry assignments through to completion without detailed supervision. A Cashier III coordinates and performs the administrative detail of the cashier counter.

ESSENTIAL DUTIES AND RESPONSIBILITIES: A **Cashier III** may be called upon to do any or all of the following:

(These examples do not include all of the tasks that the employee may be expected to perform.)

- Collect payments by accepting cash, check, or charge payments from customers; making change for cash customers.
- Balance cash drawer by counting cash at beginning and end of work shift.
- Maintains checkout operations by following policies and procedures; reporting needed changes.
- Gather, tabulate and/or proofread statistical and financial data.
- Prepare bookkeeping entries; post receipts and disbursements.
- Prepare daily reports of cash received; prepare deposit statements and reports; balance the register daily; endorse and/or scan checks for deposit to bank.
- Perform counter and telephone service.
- Operate computer and calculator.
- Provide department specific information.
- Receive, sort, stamp, scan, note, index and file bills and other documents.
- Open and close any of the safes in the office.
- Carry out general filing duties.
- Greet customers when entering or leaving establishments.
- Resolve customer complaints, guide them and provide relevant information.
- Pleasantly deal with customers to ensure satisfaction.
- Maintain safe and clean working environment by complying with procedures, rules, and regulations.
- Train other staff members to work as cashier.
- Perform related work as assigned.
- Segregate, post, reconcile and balance accounts, time, equipment and material records.

QUALIFICATIONS FOR EMPLOYMENT:

- Proven working experience in local Government, banking or in retail cashiering.
- Strong oral and written communication and time management skills.
- Considerable knowledge of bookkeeping principles, practices and procedures.
- Considerable knowledge of modern office practices and procedures.
- Ability to effectively coordinate office and administrative detail and work assignments.
- Ability to establish and maintain harmonious working relations with other employees and the public.
- Ability to prepare and maintain accurate records and reports.
- Ability to perform mathematical computations quickly and accurately.
- Ability to maintain cooperative working relations with the general public and other employees.
- Ability to handle stress, and understand and respond to in-person and phone inquiries.
- Skill in the operation of a calculator and computer, including the ability to use a computer based cash receipting program, Microsoft Excel and Word.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, and be able to reach, bend, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms.

While performing the duties of this job, the employee regularly works in a business office setting at or near a front counter. The noise level in the work environment is usually quiet to moderate and occasionally loud.

APPLY: The Human Resources Department must receive a completed City of Royal Oak *employment application*
No later than 4:00 pm on Friday, April 1, 2016.

Application packets are available in the Human Resources Office at City Hall or online at www.romi.gov/jobs

NOTE: All applicants are required to take a civil service examination to establish an eligibility list – details will be sent out to all applicants after the application deadline.